

Short-Term Course
On
Soft Skills and Personality Development

Syllabus

****Unit 1: Communication Skills (10 classes)****

1. Importance of Effective Communication
2. Verbal and Nonverbal Communication
3. Active Listening
4. Empathetic Communication
5. Public Speaking Basics
6. Overcoming Communication Barriers
7. Persuasive Communication
8. Cross-Cultural Communication
9. Technology-Mediated Communication
10. Presentation Skills

****Unit 2: Interpersonal Skills (10 classes)****

1. Building Positive Relationships
2. Effective Networking
3. Conflict Resolution Strategies
4. Negotiation Skills
5. Emotional Intelligence in Relationships
6. Empathetic Listening
7. Feedback and Constructive Criticism
8. Teamwork and Collaboration
9. Building Trust and Rapport
10. Managing Difficult Conversations

****Unit 3: Time Management and Organization (10 classes)****

1. Importance of Time Management
2. Setting SMART Goals
3. Prioritization Techniques
4. Creating Effective To-Do Lists
5. Overcoming Procrastination
6. Time-Blocking and Pomodoro Technique
7. Using Productivity Tools
8. Dealing with Distractions
9. Effective Meeting Management
10. Balancing Work-Life Demands

****Unit 4: Emotional Intelligence (10 classes)****

1. Introduction to Emotional Intelligence
2. Self-Awareness and Self-Regulation
3. Developing Empathy
4. Social Awareness and Cultural Sensitivity
5. Managing Emotions Under Pressure
6. Building Resilience
7. Emotional Intelligence in Leadership


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8. Navigating Conflicts with Emotional Intelligence
9. Emotional Intelligence in Customer Relations
10. Emotional Intelligence in Personal Relationships

****Unit 5: Problem-Solving and Critical Thinking (10 classes)****

1. Introduction to Problem-Solving
2. Defining and Analyzing Problems
3. Creative Thinking Techniques
4. Decision-Making Strategies
5. Root Cause Analysis
6. Design Thinking Process
7. Collaborative Problem-Solving
8. Ethical Decision Making
9. Adapting Solutions to Context
10. Evaluating and Iterating Solutions

****Unit 6: Adaptability and Resilience (10 classes)****

1. The Nature of Change and Uncertainty
2. Developing a Growth Mindset
3. Embracing Change
4. Adapting to New Situations
5. Stress Management Techniques
6. Building Personal Resilience
7. Coping with Failure and Setbacks
8. Adapting to Technological Advances
9. Leading Through Change
10. Thriving in a Dynamic Environment



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